

Welcome to your Home Heat Plan

Thank you for choosing Solitaire
– welcome to the family!

We are delighted to be your trusted team and look forward to providing you with a reliable, professional plumbing and heating service when you need it.

Your comfort and peace of mind are our top priorities, and with our Home Heat Plan, you can count on prompt support, priority scheduling, and expert care.

Paul Corrigan, Director, Solitaire Group



Boiler breakdowns • Annual boiler service • Central heating breakdowns • All labour & parts included

Introducing your Home Heat Plan

We will carry out a free of charge health check of your boiler and heating system and report if anything needs to be done.

If found that everything is ok, then monthly payments will continue. You will get an emailed reminder on the anniversary that the boiler service is due. Rarely, the email may not get to you, if so, please contact us on **01621 840471** or email info@solitairegrp.com to book in the service.

Should anything need to be done, we will provide a no obligation quotation for the remedial works. If you decide to not have the remedial works completed then we will not be able to provide a service plan and you will be refunded the first payment you made. However, you might be charged for the boiler service at our current rate for a boiler service. Our price list can be found at <https://solitairegrp.com/solitaire-plumbing-heating-pricelist/>

You get a boiler service on or after the anniversary of starting the plan. If you have a fault with your system, you will be covered for one call out annually and can contact us on **01621 840471**.

OUR PLAN PLEDGE: We're a family run business and we get to know our customers. We pride ourselves on our quality workmanship reputation. We never leave anyone waiting for longer than necessary without heating and hot water – we truly care.

What's covered

All repairs to:

- A single Natural Gas, Oil or Liquid Petroleum Gas (LPG) boiler in your property, that's designed for home use and has a heat output capacity of up to 45kW.
- The room sealed flue up to one metre in length and the flue terminal.
- The controls that make the boiler work including the programmer any thermostats - including Hive Thermostats (covering Hive Thermostat, hub and receiver) - motorised zone valves and central heating pump.
- A replacement of the gas supply pipes that are visible and accessible if we can't repair them.
- A similar/suitable replacement of the controls that make your boiler work if we can't repair them.
- A similar/suitable replacement of the room-sealed flue up to one metre in length and the flue terminal if we can't repair it.
- A first service or annual service. Service on or within three months of anniversary of first plan payment.

What's **not** covered

- Claims within the first 14 days of the first payment start date.
- Damage caused by limescale, sludge or other debris, if we've told you before that you need to carry out repairs, improvements, or a Powerflush, or a similar process, but you haven't done so.
- Fixing your showers, their parts and shower pumps.
- Accidental or malicious damage.
- Any controls designed specifically for underfloor heating.
- Repairing or replacing open flues and their terminals or flues over one metre in length.
- Replacing or topping up your system inhibitor unless we've removed it.
- Any part of your boiler and controls which directly supplies a swimming pool.
- Resetting your controls or replacing the batteries.
- Repairing or replacing your central heating system.
- Repairing or replacing heat pumps.
- Repairs to steel gas supply pipes, or any gas supply pipes that are not visible or accessible.
- Radiators, pipework or valves.
- Electrical supplies to the system.

Here's all your need to know information

We'll contact you or your authorised contact to arrange your annual service and will remind you if you haven't booked within a month.

Your Annual Anniversary Service

It is your responsibility to book an annual service visit with us. If you fail to book an annual service visit within your contract period or are not at the property when our engineer visits, we won't refund the cost of the missed annual service.

Your annual service may be more or less than 6 months after your last service visit. Without a service within this time it may invalidate the agreement due to lack of

maintenance. We aim to complete most annual service visits in the summer so you can have confidence that your boiler is in good shape going into winter.

In periods of local or national high demand for our services (such as cold weather), we prioritise breakdowns and may need to rearrange your annual service. Repairs are to be completed before the plans commencement or will be exempt.



Your Agreement

Everything we write to you will be in English. If you have any specific accessibility needs, please let our team know in advance and we will do our best to make reasonable adjustments where possible.

Prices and Price Changes

Your statement shows the price of your agreement. That price won't go up or down over the period of agreement, unless you change your agreement, or products, or the Government changes the relevant tax rate. It could be you or us who asks for changes to your agreement.

If we ask you to agree to proposed changes to your agreement, we won't make the changes if you don't agree to them. If you and we agree any changes, we'll confirm what they are and when they apply. We'll always contact you about any change to your price.

Renewals

We'll endeavour to contact you at least 25 days before your agreement is due for renewal. We will review your premiums annually based on claims history and other factors, such as regulatory or commercial changes that prompt a change in rates.

Payments

You can pay for your agreement yearly by cheque, debit or credit card – or monthly by Standing Order. All of our prices include the relevant taxes at the current rate.

Work recommended by third parties

If a third party has recommended the need for a repair or a replacement, you must let us know so we can make our own assessment as to whether a repair or replacement is necessary. Any repair or replacement costs will not be reimbursed without prior authorisation from us.

Your responsibilities

Changing your address

If you move to a new home, you need to tell us as soon as possible. We'll cancel your agreement at the old address and we can start a new agreement at your new address if you wish to continue with cover.

Your premium will be reassessed at your new property. If you're an Energy Extra customer and you move home, we'll cancel your agreement at the old address and offer you an alternative product.

If you don't want to start a new agreement at your new address, your old agreement will be cancelled, and cancellation charges may apply – see cancellation charges section for more information.

Keeping us up-to-date

It's your responsibility to keep us informed of any changes to your contact details including telephone number, address or email.

If you change a boiler or appliance that's covered by us, you need to tell us the make and model of the new one, so we can check we can cover it. If we can't cover your new boiler or appliance we may need to cancel or amend your product.

You should also check to see whether you still need the same level of cover – for example, if your new boiler or appliance has a manufacturer's warranty.



Missing payments under your arrangement

Before we book your repair, or visit, we may ask you to pay any missing payments due. If you don't pay us money you owe, we or our agents will contact you to recover the money. You agree we can take action to recover money that you owe.

Visiting you

Getting into your property

Our engineers will only work on your property if there's someone 18-years-old or older there at all times during the visit. It's your responsibility to give us access to your property. If we can't get access we won't be able to complete the work and it's then up to you to arrange another appointment. If you don't re-arrange the appointment, your agreement will still continue. After several failed attempts to get into your property, we may cancel your agreement but we'll let you know beforehand. Cancellation charges may apply – see cancellation charges section for more information.

Authority to carry out work

If you're not at the property when our engineer visits, you must make sure that there is somebody else present who can give instructions to our engineer on your behalf and you must ensure you obtain any job sheets or advice that the engineer leaves with that person. In some situations you may be required to sign an Authority to Proceed.

If you are a tenant, it is your responsibility to ensure

We make sure to contact you well in advance of any appointment, and again on the day to let you know we're on our way.



that you have obtained the relevant consent from your landlord to enable you to give instructions to our engineer and that you pass any job sheets or advice from the engineer back to the landlord.

It is your responsibility to get consent from any relevant third parties (such as a neighbour) where you and they, for example, share a water supply pipe or driveway.

Tenants or letting agents arranging visits

Your tenants or letting agents can call us directly to arrange an engineer's visits. In this scenario, it remains the landlord's responsibility to ensure a booking is made and to obtain any job sheets/paperwork or advice that the engineer leaves with that person.

Please note: user error is chargeable, wasted visits are chargeable

Reasonable timescales

We'll carry out any repairs or visits you're entitled to within a reasonable time, unless something beyond our control makes that impossible – in which case we'll let you know as soon as possible and give you another time when we can visit.

During epidemics or pandemics, we will adhere to Government guidelines concerning restriction of non-essential travel and may have to reschedule your repair or visit until such time as the restrictions have been eased.

Our engineers

Normally, we'll send a Solitaire engineer to carry out the work. In some rare cases, we may send a suitably qualified contractor instead.

Working in dangerous or unsafe conditions

We won't start or continue doing any work in your home if we believe there's a health and safety risk, for example: hazardous chemicals, pest infestations, verbal or physical abuse, or harassment. And we won't return to finish the work until that risk is gone.

If any asbestos needs to be removed before we can repair your boiler, appliance, system or electric vehicle charger, you'll need to arrange and pay for someone else to remove it and give you a Certificate of Reoccupation which you'll need to show us.

Manufacturer's security instructions

It's your responsibility to follow manufacturer password security guidelines and advice as well as other manufacturer security instructions (including, but not limited to, complying with any firmware and software update notifications) related to internet or mobile connected devices which are used to communicate with boilers, appliances or systems covered under this agreement.

Authorised contracts

If you want an authorised contact it's your responsibility to let us know who they are so that we can note it on your agreement.

Under warranty

If your boiler, appliance or system is covered by a third-party warranty, it's your responsibility to make sure that any work we do doesn't affect that warranty.

Making Repairs

Claims within the first 14 days

We won't repair or replace any boiler, appliance or system part within the first 14 days of the product start date.

If a boiler replacement or works over £1,000 are required after the 14 days start of product period and is BER/obsolete then £200 will be awarded towards a new replacement if installed by us or £100 to go towards another provider.



Isolating your electricity supply

If our engineer needs to safely isolate your electricity supply when carrying out works at your property, you agree that our engineer may de-energise and re-energise your supply as required. Before we isolate your supply, you must:

- (i) give reasonable advance written notice of our intention to isolate your supply to any tenants or other third-party occupiers of the property. If requested by us, you agree to share a copy of such written notice with us; and
- (ii) tell us about any vulnerable people living at the

property who might be affected by us isolating your supply, for example anyone with a medical condition that requires an uninterrupted electricity supply.

You confirm that you will inform such occupants that their information will be shared with us as necessary. You must give any vulnerable occupants sufficient advance notice of our intention to isolate your supply to allow them to arrange additional support if needed. You also agree to provide adequate support to any vulnerable occupants while we carry out such works.

Response times

We assign one of three categories to help prioritise our work:

- Emergency, where there is no heating and/or hot water causing a medical risk to someone living in the property or an uncontrollable boiler leak causing property damage. We aim to get an engineer to you the same day or the next day, with 24/7 service as needed.
- Priority, where there is no heating and/or hot water or a containable boiler leak not causing property damage.
- Damage caused by leak/boiler fault – we are not responsible to provide accommodation or sustenance while repairs or replacement is taking place.

Replacement parts

We'll try to get parts from the original manufacturer or our approved suppliers. We'll try to provide replacements with similar functionality but not necessarily the same features or an identical make and model or type of fitting. For example, we may replace a Honeywell thermostat with an Drayton thermostat.

If we can't get hold of the parts we may need to cancel your agreement (or part of it).

If we've agreed to cover a boiler or appliance but warned you that it might be difficult to find replacement parts, we'll do what we can, within reason, to repair it.

Safety advice

From time to time, we may tell you that your boiler, appliance or system needs permanent repairs or improvements that aren't covered by your agreement to keep it working safely.

For example, if your ventilation doesn't meet current gas safety regulations. If you don't follow this advice, it'll affect certain parts of your cover – but your agreement will keep running until you or we change or cancel it.

Power Flushing

Over time, gas central heating systems build up sludge that can block or narrow your pipes, radiators and boiler parts.

A Powerflush is our way of removing that sludge from your system.

We'll tell you if your system needs a powerflush to work properly. You'll need to pay for it separately – it isn't included in your cover.

If someone else carries out a powerflush for you, you'll need to show us the receipt before we carry out any more repairs or replacement work for damage caused by sludge.

General exclusions

Who can benefit from this agreement?

Nobody other than you can benefit from your agreement.

Pre-existing faults

Your products don't include cover for any faults or design faults that:

- were already there when your boiler, appliance or system was installed;
- existed when you first took out the product;
- we've told you about before and you haven't fixed, or, if the work has been completed by a third party, where work, in our opinion, has not been completed to a satisfactory standard;
- we couldn't reasonably have been expected to know about before, for example, faulty pipes that don't have the correct protection, or which are buried under concrete floors; or
- prevent access because a part of your system has been permanently built over.

We place a sticker on your boiler so you can easily keep track of when your annual service is due.

Damage linked to supply of your gas, water or electricity

We won't repair any damage that's caused by changes in, or problems with, the supply of your gas, water or electricity.

Deliberate damage or misuse

We won't repair or replace any parts that have been deliberately damaged or misused. Our engineer will use their expert judgement to determine the cause of the damage.

Confirming the age of your appliances

If your product includes replacing appliances, our engineer will estimate how old it is. If you disagree, you'll need to show us either the original from new receipt, a dated guarantee or proof of when it was first installed.

We will attend to reported faults – if product is under manufacturers warranty then this will supersede any agreement you have with us.

Cash in lieu

We won't offer you cash instead of carrying out an annual service, repairs or replacements.

Domestic uses

Your product only includes cover for your property if it is used for regular day-to-day living purposes, including use for home office or activities of a domestic nature, including renting, and not where the main purpose of the property is for commercial purposes.

Work carried out by anyone but us

If anyone other than us carries out any work on your boiler, appliance or system and damages it, or that work has not been completed properly, your cover doesn't include putting that right. Your cover doesn't include any work carried out by anyone but us unless such work has been approved and authorised by us.

Your cover does on include accidental damage. It is your responsibility to prove you did not cause the accidental fault, we do not have to prove accidental damage.



Deliberate damage or misuse

We won't repair or replace any parts that have been deliberately damaged or misused. Our engineer will use their expert judgement to determine the cause of the damage.

External water supply stopcock

If we can't turn off the external water supply stopcock to your home to complete your repair it's up to you to get your water supplier to turn it off.



As a team we enjoy being actively involved in the local communities we serve, sponsoring events such as the Maldon Mud Race.



Any damage that's covered by other kinds of insurance

Your product doesn't include repairing or replacing any damage caused by extreme weather, flooding, escape of water, external defects i.e.. Leaking roof, broken pipework from house to water meter, structural issues, fire or explosions – or any other kind of damage that's normally covered by household insurance – unless your product specifically includes it.

If your product specifically includes anything that's also covered by your household insurance, we're only responsible for our fair share.

Software, internet communications or radio signals

We're not responsible for any loss or damage caused by malicious, inappropriate or unintentional interference with the software, internet communications or radio signals of any boiler and controls, appliance, device or system covered under this agreement.

Any other loss or damage

We're not responsible for any loss of or damage to, or cleaning of property, or rehousing while rectification is in progress or out of action, furniture or fixtures as a result of your boiler, appliance or system breaking or failing unless we caused it, for example damage caused by water leaks or pest or mould contamination. We're not responsible for any reduction in value or damage which results indirectly from anything insured by your agreement, such as loss of earnings or travel expenses, or anything which happens naturally over time including deterioration or wear and tear, settlement or shrinkage.

We're also not responsible for any losses incurred as a result of delayed, rearranged, or cancelled appointments or failure to have a CP12 in place.

Twelve month guarantee

We guarantee to repair or replace any faulty parts we've supplied, or fix any faulty work that we've done for twelve months from the date that we did the work.

This doesn't affect your statutory rights under the Consumer Rights Act 2015, if applicable, and any laws that replace it. You can speak to Citizens Advice or Trading Standards if you want independent advice about your consumer rights.

7 Thanks for choosing Solitaire

Communication connections

We're not responsible for your internet connection nor the data

transmission to, or from any boiler, appliance, device or control system and we're not responsible for repairing or replacing any network hub, smart speaker or voice controlled equipment or any smart functionality, for example, connectivity to or from your thermostat or radiator valves and mobile devices (excluding Hive hub and receiver).

Energy/central heating management system

We won't repair or replace energy or central heating management systems.

Making any improvements

Your product only includes repairing or replacing your boiler, appliance or system when it stops working properly – it doesn't include any improvements or upgrades, for example: replacing smoke alarms that are past their recommended replacement date or expiry date, replacing working radiators, swapping standard

radiator valves for thermostatic ones or replacing electrical cables and fuseboards that still work.

Where we've told you that an improvement is necessary, we may not continue to make repairs on that part of your boiler, appliance or system unless the work has been carried out.

Cancelling your agreement

Your cancellation rights

How you can cancel

You can cancel your agreement or a product at any time, by calling **01621 840471**, email info@solitairegrp.com – or writing to us at: Solitaire Group, 97 Cross Road, Maldon, CM9 5ED

If you cancel your product within 14 days

We'll give you a full refund of your plan payment if we haven't carried out any work:

When we can cancel

We can cancel your agreement or product if:

- you give us false information;
- your boiler or appliance isn't on our approved list;
- we find a pre-existing fault during your first service;
- your product does not include a first service and we find a pre-existing fault at your first breakdown;
- we can't find the parts we need to repair your boiler, appliance or

system, despite our attempts;

- you engage in unacceptable behaviour, such as persistently raising spurious and/or unfounded complaints;
- you put our people's health and safety at risk, for example, unreasonable, disrespectful, physical or verbal abuse;
- your home or property is unfit or unsafe to work in;
- you don't let us in to your home or property to work, despite several attempts;
- we tell you to make permanent repairs or improvements, but you don't; or
- you don't make your payments

We'll email or write to you to collect the money you owe. If we don't hear from you or you don't pay, we'll cancel your agreement no less than 30 days after the date we first found out your payment had failed.

You may have to pay cancellation charges.

If we cancel your agreement or product we'll refund you for the rest of the time you've already paid for.

If we've completed a repair, replacement or an annual service since you bought or renewed your agreement or product, you may have to pay cancellation charges or the balance for the remaining term.

If we cancel your agreement or product at your first service, we'll refund you in full, unless we've completed any work since you bought your agreement or product, in which case you may have to pay cancellation charges.

Where you have a Service Plan or Service Plan Plus and;

- we can't get hold of the parts we need to fix your boiler and controls or central heating, and
- if you decide to cancel and contact us accordingly, we'll refund any money you have paid for these products since your last renewal date or your last claim, whichever was the more recent.



If you wish to make a complaint

We take any complaint seriously and we'll do our best to resolve the issue right away. If we need more time to investigate, we'll let you know and keep you updated.

Contact us: info@solitairegrp.com

Call us on 01621 840471;

Write to us at: Solitaire Group,
97 Cross Road, Maldon, CM9 5ED

